



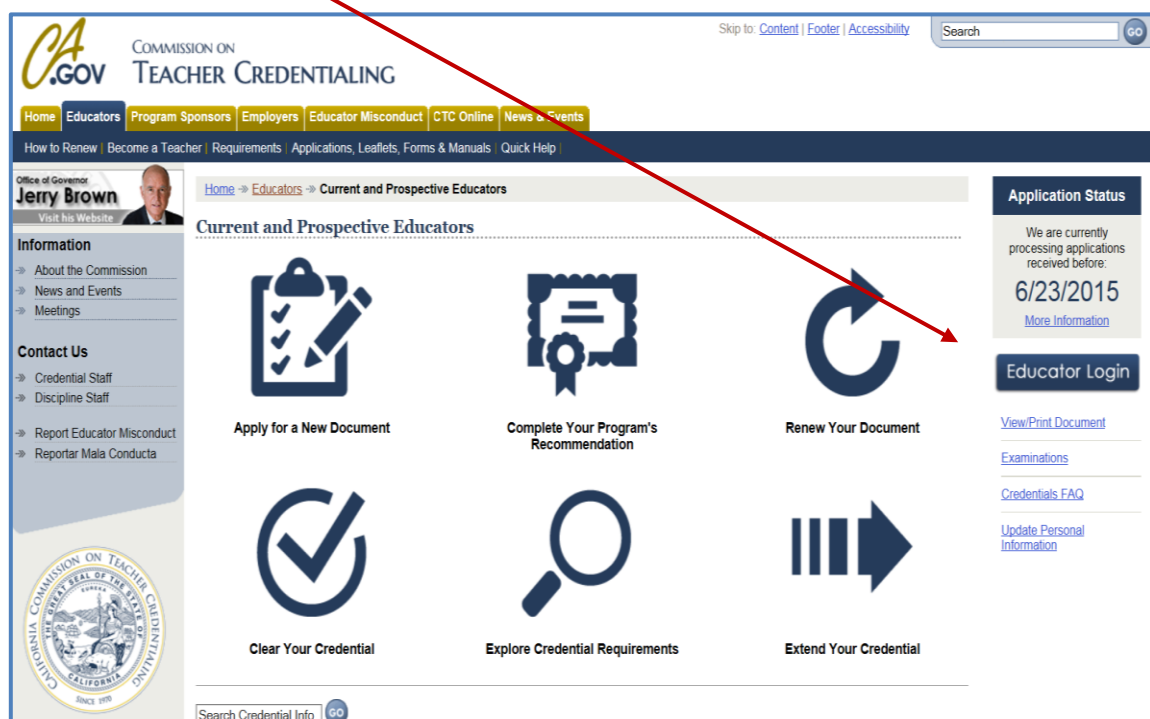
## Check Your Status/Create or Change your Personal Profile

Your personal Educator Page allows you to complete recommendations from your program sponsor, and renew documents when required. You can also use your Educator Page to update your personal and contact information on file with the Commission. **Name changes cannot be made online.** Submit Form 41-NC to change your name, Social Security Number, Individual Tax ID Number, or date of birth.

1. Click the **Credentialing Information** navigation button



2. Select the **Educator Login** button to begin your application.



3. Create/log in to your personal profile on the secure Educator Page. The next screen will ask you to enter your User ID and Password.

**NOTE:** Effective 02/16/2017, you will not be able to access your file online directly with a Social Security number and Date of Birth. All users will be required to create a User ID and password first before accessing their CTC Online file.

Users who have not yet completed this process must use the link “Create User ID and Password” (highlighted yellow in the sample below) to link to their online profile.

CA.GOV CTC COMMISSION ON TEACHER CREDENTIALING Ensuring Educator Excellence

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**Commision On Teacher Credentialing**  
 You are about to enter a secure area of this website. Please enter your User ID and Password.  
 If you are unable to Log In, please email CTCOnline@ctc.ca.gov.

Beginning 1/30/2017, Educators are required to create a new User ID and Password to access their existing profile.

**Login**  
 User accounts are locked for 30 minutes after 5 unsuccessful login attempts. Use the "Forgot Password" link before the 5th attempt.

User ID: \*

Password: \*

OK

Forgot Your Password?

Forgot Your User ID?

Create User ID and Password

Note: The "Create User ID and Password" link above is for Educators only.

4. Enter your SSN and Date of Birth to begin creating your User ID and Password. Click OK. Do not use the "Enter" key on your device as it will not advance you to the next step.

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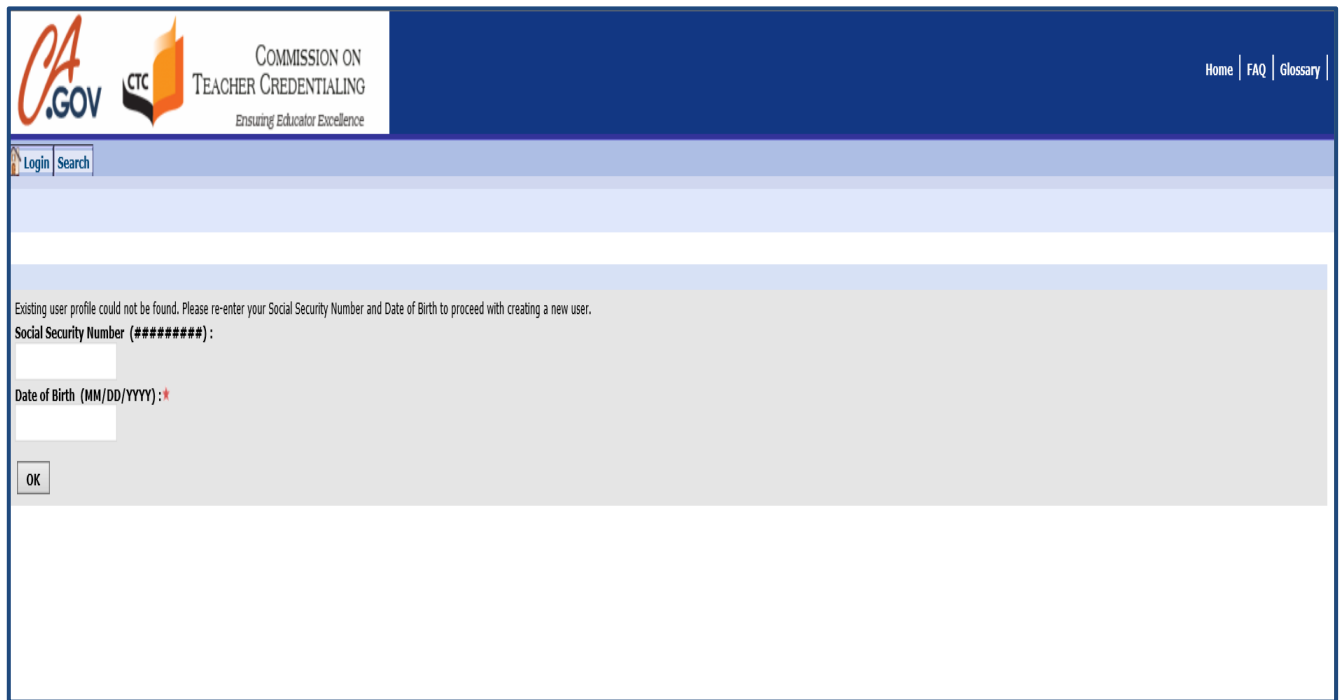
Please do not use your browser's back button during this process.

Social Security Number (#####):

Date of Birth (MM/DD/YYYY): \*

OK

**If this is your first time submitting an application to the Commission and using CTC online, you will be prompted to enter this information twice. You will see the message on the screen *"Existing user profile could not be found. Please re-enter your Social Security Number and Date of Birth to proceed with creating a new user."***



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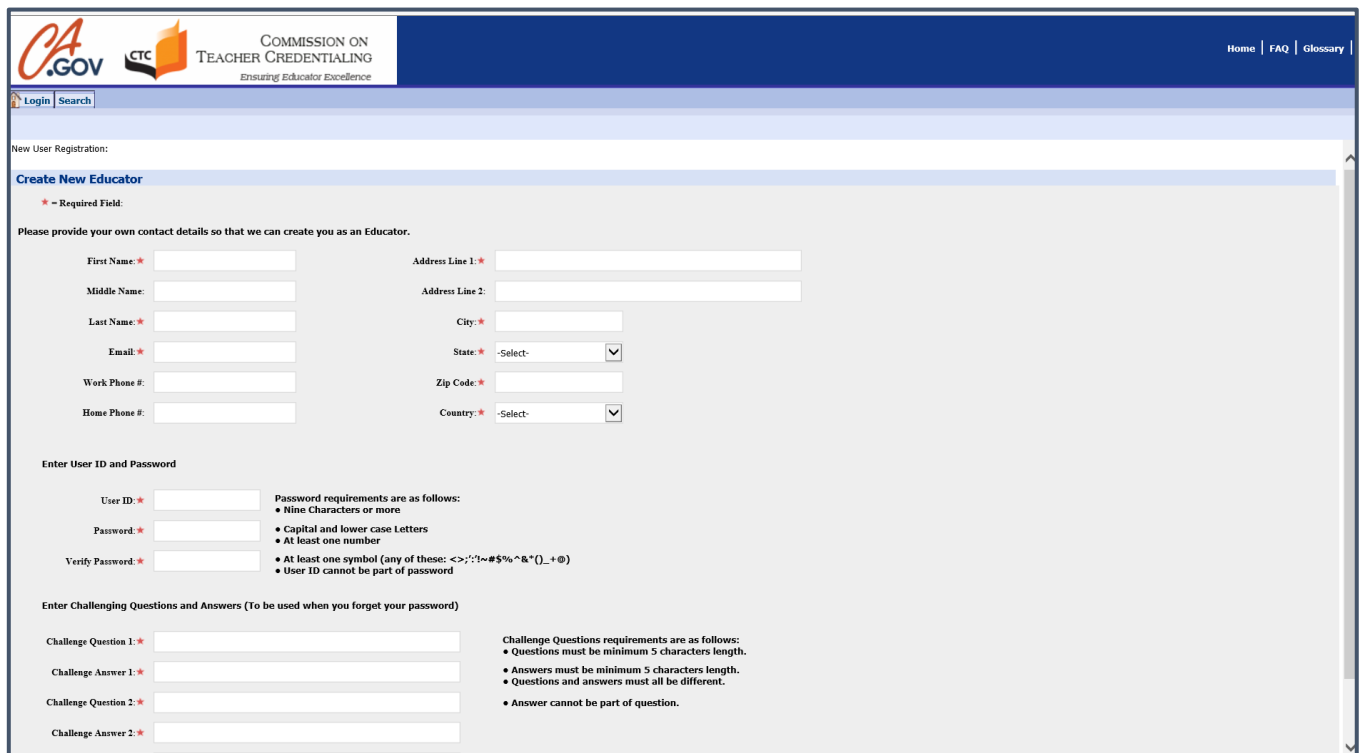
Existing user profile could not be found. Please re-enter your Social Security Number and Date of Birth to proceed with creating a new user.

Social Security Number (#####):

Date of Birth (MM/DD/YYYY): \*

OK

- If you are a new user, you will see the next screen. Enter your personal information including your selection of a User ID and Password, and create 3 Challenge Questions and Answers that can be used to verify your account if your ID or Password should be lost. **You must include a current valid email address in your profile as this is how password recovery information and other important correspondence regarding your file will be distributed.** If you already have a credential file in CTC Online, you will still be required the first time through the new system to create a User ID, login, and challenge questions.



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New User Registration:

**Create New Educator**

\* - Required Field.

Please provide your own contact details so that we can create you as an Educator.

First Name: \* Address Line 1: \*

Middle Name: Address Line 2: \*

Last Name: \* City: \*

Email: \* State: \*-Select-

Work Phone #: Zip Code: \*

Home Phone #: Country: \*-Select-

Enter User ID and Password

User ID: \* Password requirements are as follows:

Password: \* • Nine Characters or more

Verify Password: \* • Capital and lower case Letters

• At least one number

• At least one symbol (any of these: <>:'!~#\$\$%^&\*()\_+@)

• User ID cannot be part of password

Enter Challenging Questions and Answers (To be used when you forget your password)

Challenge Question 1: \* Challenge Answer 1: \*

Challenge Question 2: \* Challenge Answer 2: \*

Challenge Questions requirements are as follows:

• Questions must be minimum 5 characters length.

• Questions and answers must all be different.

• Answer cannot be part of question.

6. After creating your User ID and Password you will be directed back to the login screen to use your new User ID and Password. After logging in, you will be shown the Commission's Personal Information legal disclaimer. Click Next in the upper right corner to proceed.

The screenshot shows the 'Welcome Back Educator' page with the date 'Tuesday, January 24, 2017'. A 'Next' button is in the top right. The 'Personal Information' section contains several paragraphs of legal text regarding the collection and use of personal data, including SSN, address, and contact information. It also includes a 'Notice to Applicants for Issuance or Renewal of Credentials' section. A 'Next' button is located at the bottom right of the page.

7. The screen below allows you to verify the information on your personal profile page. Click the “Add or Change Personal Information” button to update your file as needed. A profile created by the recommending agency may contain only the Last and First names and your email address.

The screenshot shows the 'Add or Change Personal Information' page. A red arrow points to the 'Add or Change Personal Information' button. The page displays the following information:

- First Name:** TRAINING
- Middle Name:** APPLICATION
- Last Name:** THREE1
- E-mail:** tkent@ctc.ca.gov
- Work Phone:** (999) 999-9999
- Home Phone:** (999) 999-9999
- Last Known County of Employment:** ALAMEDA COUNTY OFFICE OF EDUCATION
- Fingerprint Status:** Complete: No Action Required

Below this information is the 'Add or Change Address' section with the following details:

- Address Line 1:** PO BOX 0750
- Address Line 2:**
- City:** SACRAMENTO
- State:** CA
- Province:**
- Country:** USA
- Zip Code:** 95811-0750

Buttons for 'Back' and 'Next' are at the bottom of the form.

8. Enter your information in the appropriate fields. Select the pick applet on the right of the box to choose your County of Employment from a pop-up window. **You must select the "Save" button at the top before entering your address. Otherwise, you will lose all changes made.**

Click on the "Add or change Address" button if you need to enter a new address or make address changes.

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Agency User Search Educator Page

Save Cancel \* = Required Field

Note: If you have questions about the information displayed below, please click [here](#) for a listing of Commission contacts

First Name\*: TRAINING  
Middle Name: APPLICATION  
Last Name\*: THREE1  
E-mail\*: tkent@ctc.ca.gov  
Work Phone: (999) 999-9999  
Home Phone: (999) 999-9999  
Last Known County of Employment: ALAMEDA COUNTY OFF1

Add or Change Address

Address Line 1: PO BOX 0750  
Address Line 2:  
City: SACRAMENTO  
State: CA  
Province:  
Country: USA  
Zip Code\*: 95811-0750

Back Next

9. Enter your address information in the appropriate fields. **You must select the "Save" button at the bottom when done and before clicking "Next" to move forward. Otherwise, you will lose all changes made.**

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Agency User Search Educator Page

Add or Change Personal Information \* = Required Field

Note: If you have questions about the information displayed below, please click [here](#) for a listing of Commission contacts

\* First Name\*: TRAINING  
Middle Name: APPLICATION  
\* Last Name\*: THREE1  
E-mail\*: tkent@ctc.ca.gov  
Work Phone: (999) 999-9999  
Home Phone: (999) 999-9999  
Last Known County of Employment: ALAMEDA COUNTY OFFICE OF EDUCATION

Fingerprint Status: Complete: No Action Required

\* Address Line 1:  
Address Line 2:  
\* City:  
State: -Select-  
Province:  
Zip Code\*:  
\* Country: -Select-

Save Cancel

Back Next

10. This is the Educator Page. Click on the "Application" tab to see the status of any application submitted. Click on the small blue-gray arrow in the left-hand column to highlight a specific application.

If an application has completed processing and has already been granted, the details of the selected document appear in the row below.

The screenshot shows the CTC Educator Page. At the top, there are logos for CA.GOV and CTC, and the text "COMMISSION ON TEACHER CREDENTIALING Ensuring Educator Excellence". On the right, there are links for Home, FAQ, and Glossary. Below the header, there are tabs for Agency User, Search, and Educator Page. The main content area shows a form with fields for Last Name, First Name, Middle Name, Last Known County of Employment, Adverse and Commission Actions Indicator, and Fingerprint Process Complete. There are also notes about verifying County of Employment and Adverse and Commission Actions. Below the form, there are tabs for Document, Application, and Adverse and Commission Actions. The Application tab is selected, showing a table of applications. The first application is highlighted with a red arrow. Below the table, there is a section for document details, also highlighted with a red arrow.

Status	Status Date	Type	Date Paid
Granted	06/23/2008	Application	
Granted	06/13/2008	Application	
Granted	06/13/2008	Application	
Granted	06/23/2008	Application	

Document Title	Term	Status	Issue Date	Expiration Date	Original Issuance Date	Grade	Special Grade
30-Day Substitute Teaching Permit	Emergency	Valid	3/1/2008	4/1/2011	3/1/2010		

11. When finished with your Educator page, you can exit CTC Online using the "Log Out" link at the top of the page.

The screenshot shows the CTC Educator Profile page. At the top, there are logos for CA.GOV and CTC, and the text "COMMISSION ON TEACHER CREDENTIALING Ensuring Educator Excellence". On the right, there are links for Home, Security Settings, FAQ, Glossary, and Log Out. Below the header, there are tabs for Login, Search, and Educator Profile. The main content area shows a form with fields for Last Name, First Name, Middle Name, Last Known County of Employment, Fingerprint Status, and Adverse and Commission Actions Indicator. There are also notes about incomplete action required by educator and Adverse and Commission Actions. Below the form, there are tabs for Document, Application, and Adverse and Commission Actions. The Document tab is selected, showing a table of documents. The first document is highlighted with a red arrow. Below the table, there are sections for "Complete Your Program's Recommendation", "Renew Your Document", and "Apply for a Certificate of Clearance or Activity Supervisor Clearance Certificate".

Document Number	Document Title	Term	Status	Issue Date	Expiration Date	Original Issuance Date	Grade	Special Grade	Recommending Agency

**Complete Your Program's Recommendation**

For those who have completed a program and were recommended for a credential by their college, university, district, or county office.

Complete: Return Application to Authorized Agency Click the 'Document Title' to view detailed information. Select "Yes" next to the Document Title and either "Complete", or "Return Application to Authorized Agency" with the Return Reason.

Choose Yes to Complete Recommendation	Document Title	Term	Application Status	Issue Date	Return Reason

**Renew Your Document**

Options listed here are for those who already hold a document and are renewing.

Complete: Choose the record you are interested in by selecting ">". Then Select "Yes" next to the Document Title and click "Complete".

Choose Yes to Renew	Document Title	Term	Status	Issue Date	Expiration Date	Original Issuance Date

**Apply for a Certificate of Clearance or Activity Supervisor Clearance Certificate**

This option is ONLY for those seeking background clearance.

Create New: Click "Create New" to start. If applicable, select "Yes" next to the Document Title and click "Complete" to continue.

Choose Yes to Apply	Document Title	Application Status